

**STAMFORD HEALTH SYSTEM
JOB DESCRIPTION**

**TITLE: Reception/Scheduler, Center for Integrative
Medicine & Wellness (73123)
DEPARTMENT Center for Integrative Wellness
REPORTS TO: SVP, Operations and COO
EDIT DATE: 03/20/2017**

For Human Resource use only

**SALARY RANGE
JOB #
FLSA Non-Exempt
EEO
AAP**

JOB SUMMARY:

The reception/scheduler answers the phone, greets patients, manages the front desk utilizing all system software and tools available, schedules patients, provides administrative, registration and billing support to the Center. The Receptionist will provide patients with excellent customer service in a confidential and compassionate manner.

MAJOR ACCOUNTABILITIES/CRITICAL RESPONSIBILITIES:

1. Provide full coverage of the front office reception area. Specifically, the receptionist processes all front office activities (i.e. phones, service scheduling, appointments for patients, registration and billing and chart preparation) and ensures that these services are provided in a friendly, prompt, courteous, and compassionate manner.
2. Fully utilizes the electronic medical record system using eClinicalWorks for scheduling, billing and electronic chart management.
3. Responsible for scheduling patient visits, coordinating follow-up patient care, making follow-up appointments and confirming all patient appointments the day before. Verify referrals, and pre-certification for medications and appointments as needed.
4. Prepare correspondence for patients and physician and programs as needed.
5. Responsible for calling insurance companies to verify patient coverage and thoroughly explaining benefits and coverage to the patients prior to their appointment.
6. Daily maintenance of examination rooms, waiting room and front office space. Keeping office space neat and pleasant for patients and staff.
7. Maintain front office inventory and notifying office Manager of supplies to be ordered.
8. Carefully enter patient demographics and insurance information into patient charts and keeping all documents in electronic charts neat and in appropriate categories.
9. Responsible for requesting medical records from other offices for physicians to ensure appropriate medical treatment
10. Appropriately handle patient concerns while respecting and protecting patient rights to confidentiality and only disclosing information for professional purposes.
11. Settle cash daily, sort out cash, check and credit card payments.
12. Translation for Spanish speaking patients and interpreting patient concern to the Physicians.
13. Miscellaneous office duties such copying, faxing, and scanning documents into patient charts.

QUALIFICATIONS/REQUIREMENTS:

Performs other related duties as assigned or requested in order to maintain a high level of service.
Completes required continuous training and education, including department specific requirements.
Demonstrates professional work behavior by following Service Standards and Success factors. Complies with departmental organizational policies and procedures and adheres to external agency requirements.

- Provide excellent phone based customer service to patients.
- Associates Degree preferred with a minimum of 3 years administrative experience required.
- Individual exhibits a high degree of responsibility in confidential matters. The individual understands HIPPA and confidentiality and has a working knowledge of JCAHO.
- Knowledge of office record keeping and workflow processing is required.
- Ability to work independently and balance multiple priorities is required.
- Excellent organization, problem solving, negotiation, verbal, listening and written communication skills are required. Knowledge of medical terminology is preferred.
- Strong interpersonal skills are required. Broad based experience in dealing with personnel at the executive and board level.
- Proficient in Microsoft Word, Excel and Outlook. Knowledge of Database software is required. Working knowledge of eClinicalWorks and Meditech software is highly preferred.

Performs other related duties as assigned or requested in order to maintain a high level of service.

Completes required continuous training and education, including department specific requirements.

Demonstrates professional work behavior by following Service Standards and Success factors. Complies with departmental organizational policies and procedures and adheres to external agency requirements.

PATIENT POPULATION SERVED:

Outpatients seen in the Stamford Hospital Center for Integrative Wellness Located at the Tully Health Center.

- Pediatric (5-17 years)
- Adult (18-64 years)
- Geriatric (65 plus years)
- Patients at risk for Heart Disease

PHYSICAL EFFORT:

Some portions of daily assignments involve prolonged standing, transporting material, equipment, patients, or lifting, moving, or carrying heavy (under 30 pounds) for intermittent periods.

PHYSICAL ENVIRONMENT:

Pleasant working conditions with opportunity for personal and professional growth. Nature of duties performed present little or no potential for job-related accidental injury.

Performs other related duties as assigned or requested in order to maintain a high level of service.

Completes required continuous training and education, including department specific requirements.

Demonstrates professional work behavior by following Service Standards and Success factors. Complies with departmental organizational policies and procedures and adheres to external agency requirements.